

## QWTS March & September 1994 - Author Index

- ARORA, S.R., *paper on 'Implementing TQM in newspaper publishing'*, 21
- CHANG, PAO-LONG, *paper on 'PCI calculations for any shape of distribution with percentile'*, 110
- COOPER, C.L., *paper on 'Total Quality Management: some common mistakes made by senior management'*, 4
- DALE, B.G., *paper on 'Total Quality Management: some common mistakes made by senior management'*, 4; *paper on 'An examination of the effectiveness of the Trafford Park Performance and Quality Forum'*, 72
- GADSDON, J., *paper on 'The value and meaning of quality system certification for vendors supplying the oil and gas industry'*, 81
- GIFFORD, A.F., *paper on 'The role of QA and QC in the life extension of structures'*, 27
- GOOD, S.E., *paper on 'The role of QA and QC in the life extension of structures'*, 27
- GRÖNROOS, A., *paper on 'A non-destructive method for the quality control of potato cooking'*, 93
- HARTSHORNE, D., *paper on 'Effective methodologies for multi-disciplinary improvement teams'*, 102
- HIGGINSON, C.R., *paper on 'An examination of the effectiveness of the Trafford Park Performance and Quality Forum'*, 72
- JONES, C.R., *paper on 'Making Total Quality work for your organisation'*, 97
- JONES, R., *paper on 'Automated measurement of golf balls using machine vision assistance'*, 12
- KEHOE, D.F., *paper on 'The quality improvement activities of Total Quality Management'*, 43; *paper on 'The implementation of Total Quality Management'*, 57
- KUMAR, S., *paper on 'Implementing TQM in newspaper publishing'*, 21
- LU, KUEN-HORNG, *paper on 'PCI calculations for any shape of distribution with percentile'*, 110
- MAINSAH, E., *paper on 'The design and implementation of a vendor rating model for quality control'*, 33
- MANN, R.S., *paper on 'The quality improvement activities of Total Quality Management'*, 43; *paper on 'The implementation of Total Quality Management'*, 57
- MUKHOPADHYAY, A.R., *paper on 'Improved sampling of telecommunication conductor wire'*, 123
- SHIN, K., *paper on 'Quality control using acoustic testing'*, 38
- STOUT, K.J., *paper on 'The design and implementation of a vendor rating model for quality control'*, 33
- SUNDER RAMAN, G., *paper on 'From cultural change to cultural performance: a down-to-earth approach to TQM'*, 115
- TOMLINSON, M.A., *paper on 'Quality control using acoustic testing'*, 38
- WOODHAM, R., *paper on 'ISO 9001 and TickIT at Primagraphics'*, 87
- ZARIFI, A., *paper on 'Automated measurement of golf balls using machine vision assistance'*, 12

## QWTS March & September 1994 - Author Index

- ARORA, S.R., *paper on 'Implementing TQM in newspaper publishing'*, 21
- CHANG, PAO-LONG, *paper on 'PCI calculations for any shape of distribution with percentile'*, 110
- COOPER, C.L., *paper on 'Total Quality Management: some common mistakes made by senior management'*, 4
- DALE, B.G., *paper on 'Total Quality Management: some common mistakes made by senior management'*, 4; *paper on 'An examination of the effectiveness of the Trafford Park Performance and Quality Forum'*, 72
- GADSDON, J., *paper on 'The value and meaning of quality system certification for vendors supplying the oil and gas industry'*, 81
- GIFFORD, A.F., *paper on 'The role of QA and QC in the life extension of structures'*, 27
- GOOD, S.E., *paper on 'The role of QA and QC in the life extension of structures'*, 27
- GRÖNROOS, A., *paper on 'A non-destructive method for the quality control of potato cooking'*, 93
- HARTSHORNE, D., *paper on 'Effective methodologies for multi-disciplinary improvement teams'*, 102
- HIGGINSON, C.R., *paper on 'An examination of the effectiveness of the Trafford Park Performance and Quality Forum'*, 72
- JONES, C.R., *paper on 'Making Total Quality work for your organisation'*, 97
- JONES, R., *paper on 'Automated measurement of golf balls using machine vision assistance'*, 12
- KEHOE, D.F., *paper on 'The quality improvement activities of Total Quality Management'*, 43; *paper on 'The implementation of Total Quality Management'*, 57
- KUMAR, S., *paper on 'Implementing TQM in newspaper publishing'*, 21
- LU, KUEN-HORNG, *paper on 'PCI calculations for any shape of distribution with percentile'*, 110
- MAINSAH, E., *paper on 'The design and implementation of a vendor rating model for quality control'*, 33
- MANN, R.S., *paper on 'The quality improvement activities of Total Quality Management'*, 43; *paper on 'The implementation of Total Quality Management'*, 57
- MUKHOPADHYAY, A.R., *paper on 'Improved sampling of telecommunication conductor wire'*, 123
- SHIN, K., *paper on 'Quality control using acoustic testing'*, 38
- STOUT, K.J., *paper on 'The design and implementation of a vendor rating model for quality control'*, 33
- SUNDER RAMAN, G., *paper on 'From cultural change to cultural performance: a down-to-earth approach to TQM'*, 115
- TOMLINSON, M.A., *paper on 'Quality control using acoustic testing'*, 38
- WOODHAM, R., *paper on 'ISO 9001 and TickIT at Primagraphics'*, 87
- ZARIFI, A., *paper on 'Automated measurement of golf balls using machine vision assistance'*, 12

# INDEX

## QWTS March & September 1994 - Subject Index

- Achievement of quality, concept of 85  
Acoustic testing, for QC 38  
Automated measurement of golf balls, using machine vision assistance 12  
Automated QC, using acoustic signature analysis 38
- Binary search pattern 104  
Blue value 94  
BS 4778, brief definitions of quality activities in 50, 51, 53  
BS 5750, training courses on 77. *See also* ISO 9000 series  
BTAS consultancy 88  
Business performance, TQM's effect on 58, 65
- Certification. *See under* ISO 9000 series  
Champion of Quality 53, 62  
Computer hardware and software  
    for acoustic signature analysis 39  
    for machine vision assisted measurement 14  
    for video graphics, ISO 9001/TickIT certification for 87  
Conductor diameter, measurement of 123  
Co-ordinate measuring machine, used with a vision system 12  
Copper conductor wire, improved sampling of 123  
Cost-recording system and DTI grant 89  
Costs, quality  
    and benefit-to-cost ratios for QIPs 23  
    definition of 51  
    mismanagement of 10  
    reduction of 98  
Critical components, records on 29  
Culture change, for TQM 4, 115. *See also* TQM implementation  
Customer enthusiasm 107  
Customer focus activities  
    external 54  
    internal 51  
Customer orientation, motivation for 119  
Customer returns, control of 90  
Customer satisfaction 91, 97, 107
- Definitions  
    of quality activities of TQM 49  
    of TQ/TQM 44, 98  
    of values and culture 117  
Department of Trade and Industry 88, 89  
Design control for video graphics 91  
Directory of local resources, effectiveness of 77
- Education. *See under* Training
- EFQM 8  
Eight basic levels of existence, concept of 118  
Elimination strategy, for finding the causes of variation 104  
Elongation percentage, measurement of 123  
Employee measures, brief description of 52
- Failure Mode Effects Analysis, brief definition of 50  
Faults analysis, of PCBs 90, 92  
Foolproofing, brief definition of 51
- Gas industry, quality system certification of vendors to 81  
Glossary of terms, for 65 quality activities 49  
Golf ball manufacture 12  
Graphics hardware and software, design and manufacture of 87  
Gurus, quality  
    brief list of 12 gurus' definitions of prime elements of TQM 45  
    Shewhart, Seder and Sherlock Holmes, on causes of variation 105  
    Taguchi Methods, brief definition of 50
- Health and safety issues 78
- Inspection of sculptured surfaces, automated 12  
ISO 9000 series  
    accredited certification for video graphics design and manufacture 87  
    and the life extension of structures 27  
    as a stepping stone to TQM 121  
    brief description of 53  
    quality system certification, of suppliers to the gas and oil industry 81  
    *See also* BS 5750
- Leadership activities, for TQM implementation 52, 63  
    *See also* Motivation  
        TQM implementation  
Levels of existence and TQM implementation 119  
Life extension of structures, role of QA and QC in 27
- Machine vision assistance, for automated measurement of golf balls 12  
Management Responsibility (ISO 9001 Section 1), problems with 84  
Management, senior, mistakes in TQM implementation 4  
    *See also* Levels of existence and TQM implementation  
Manuals, preparation of 89  
Marketing, ISO 9001 certification and 91

# INDEX

- Mashed potato, QC of 93
- Measurement and reporting activities, for TQM 51
- Measurement system effectiveness 106
- Measures of performance and quality, in newspaper publishing 22
- Motivation for TQM 54, 98, 101
  - See also* Culture change
  - Leadership activities
  - Training
- Multi-disciplinary improvement teams, effective methodologies for 102
- Multi-vari chart, use of to find the Red X 105
- New materials, introduction of 31
- Newspaper publishing, TQM implementation in 21
- Noncompliances with *ISO 9000*, analysis of, in suppliers to the gas and oil industry 82
- Non-destructive testing of quality of potato products 93
- Non-normal distribution, calculation of values of PCIs for 110
- Nuclear power plant, QA of 30
- Oil and gas industry, quality system certification of vendors to 81
- Open system framework of values, concept of 117
- Pareto principle and statistical engineering 103
- Participation activities of TQM, brief descriptions of 53
- PDCA 120
- Potato products, non-destructive testing of 93
- Process capability indices calculations for any shape of distribution, using a percentile approach 110
- Process control and improvement activities, brief descriptions of 50
- Publishing of newspapers, TQM implementation in 21
- QC story, the 120
- Quality activities of TQM
  - glossary of terms for 49
  - methods of implementing 58
  - research into current practice of 44, 57
  - views of quality practitioners on 43
  - See also* TQM implementation
- Quality assurance and quality control for life extension of structures 27
- Quality control, vendor rating model for 33
- Quality costs. *See under* Costs
- Quality council, role of in TQM implementation 52, 61
- Quality, current views of importance of 75
- Quality improvement projects 21, 100, 102
- Quality improvement spiral, concept of 85
- Quality practitioners. *See under* Gurus
- Quality system activities, brief description of 53
- Quality system certification, value and meaning of 81
- Quarantine store 90
- QUASCO vendor appraisal service 81
- Records, for life extension of structures 27
- Red X, isolation of 102
- Renishaw PH9 probe head 14
- Safety of design of IT equipment 90
- Sampling of telecommunication conductor wire 123
- Sensor assembly variation reduction, using statistical engineering 108
- Shainin system problem-solving roadmap 105
- Shewhart paradigm 105
- Solution trees 107
- Statistical engineering methodology 102
- Statistically designed experiments to find the Red X 106
- Statistics, senior management's lack of understanding of 10
- Supplier improvement activities, brief descriptions of 50
- Supplier rating model, for quality control 33
- Suppliers, control of, by faults analysis 90
- Suppliers to the oil and gas industry, quality system certification of 81
- Taguchi Methods, brief description of 50
- Teamwork, as part of TQM implementation
  - as part of leadership activities 52, 62
  - as part of participation activities 53, 63, 64
  - barriers to 119
  - senior management problems with 7
- Telecommunication conductor wire, improved sampling of 123
- TickIT accredited certification for video graphics design and manufacture 87
- TQM implementation
  - and *ISO 9001* 91
  - current approaches to 57
  - in newspaper publishing 21
  - key elements of 45, 97
  - quality improvement activities of 43
  - senior management problems with 4, 115
  - See also* Trafford Park Performance and Quality Forum
- Trafford Park Performance and Quality Forum, effectiveness of 72
- Training, for TQM implementation 6, 7, 54, 100
- Ultrasound testing of potato products 93
- Values, open system framework of 117
- Variability in copper wire, study of 124
- Variation, causes of, statistical engineering approach to 104
- Vendors. *See under* Supplier
- Video graphics hardware and software, *ISO 9001* and TickIT accredited certification for 87
- Welded structures, QA of 28
- Wire cable, improved sampling of 123

